

How To Split Married Segments In Amadeus

How to Split Married Segments in Amadeus In the world of airline reservations and travel management, Amadeus stands out as one of the most widely used Global Distribution Systems (GDS). It offers a comprehensive suite of tools to streamline booking processes, manage segments, and optimize ticketing workflows. One common task faced by travel agents and airline staff is the need to split married segments. Understanding how to split married segments in Amadeus is crucial for accurate ticketing, fare calculation, and managing passenger itineraries effectively. This article provides a detailed, step-by-step guide on how to perform this task efficiently, ensuring you can handle married segments with confidence.

Understanding Married Segments in Amadeus

What Are Married Segments?

Married segments are a pair (or more) of flight segments booked together, where the fare, ticketing, or certain rules apply collectively rather than individually. These segments are "married" because they are linked in the booking process, often due to fare rules or complex routing requirements.

Why Need to Split Married Segments?

Splitting married segments becomes necessary in scenarios such as: - Rebooking or changing specific segments without affecting the entire itinerary. - Issuing separate tickets for individual segments. - Correcting errors in booking that involve linked segments. - Managing fare rules that require segments to be treated independently. - Handling refunds or cancellations more precisely.

Prerequisites and Basic Concepts

Before diving into the process, it's important to understand some key concepts:

Booking in Amadeus

- Bookings are made using PNRs (Passenger Name Records). - Segments are added sequentially and can be linked or married based on fare rules or booking commands. - The system uses specific display and modification commands to manage segments.

Commands Overview

- RT: Retrieve PNR - SB: Show booked segments - SI: Sell segments - XE: End transaction - ER: End and retrieve - FX: Remove segments - XR: Cancel and rebook segments - SS: Segment status commands for editing Understanding these commands is essential for performing segment splits effectively.

Step-by-Step Guide: How to Split Married Segments in Amadeus

Below is a detailed process for splitting married segments in Amadeus, including commands and best practices.

1. Retrieve the Existing PNR

Start by retrieving the PNR containing the married segments you wish to split: RT Replace `` with the actual record locator.

2. Review the Segments

Display the current segments to identify the married segments: SB This command shows all segments, their status, and whether they are linked.

3. Identify the Married Segments

Look for segments marked as "married" or linked in the display. They typically have a specific indicator or linkage in the display.

4. Unlink the Married Segments

To split or unlink segments, you need to remove the marriage linkage: FX Repeat this for each segment you want to separate. For example: FX3 FX4 This command removes the link between segments 3 and 4, effectively splitting them. Note: If the segments are part of a group, ensure you remove all relevant linkages.

5. Verify the Segments Are Unlinked

Use the SB command again to confirm the segments are now independent: SB Check that the segments are no longer linked or married.

6. Save Changes

End the transaction with: XE or ER to save your modifications and retrieve the updated PNR.

7. Additional Adjustments (if necessary)

- If you need to rebook or modify individual segments, proceed with the relevant commands. - For rebooking, you can cancel the specific segments with FX and then rebook. - If issuing separate tickets, ensure fare rules permit it and proceed accordingly.

Special Considerations and Tips

Handling Complex Linkages

In some cases, segments may be linked through fare rules or automatic system processes. Always review the segment linkage before attempting to split.

Using Segment Status Commands

- SS can display detailed status information for each segment. - Use SS followed by segment number to get specific details: SS3

Automating Segment Unlinking

Some agencies use scripts or macro commands to streamline unlinking multiple segments. Ensure you verify each step manually to prevent errors.

Ticketing After Splitting

Once segments are split, you can proceed with: - Issuing individual tickets for each segment. - Applying different fare rules or fare calculations. - Managing cancellations or refunds per segment.

Common Errors and Troubleshooting

1. **Segments not unlinking:** Ensure you are targeting the correct segment numbers and that the segments are indeed linked.
2. **Unable to split due to fare rules:** Some fare rules prohibit splitting, so verify fare rules before attempting to unlink segments.
3. **Segments re-linking automatically:** Certain system processes or rebookings may re-link segments; recheck and unlink as needed.
4. **Incorrect segment numbers:** Always verify segment numbers with the SB command before making modifications.

Best Practices for Managing Married Segments in Amadeus

1. Always retrieve and review the PNR thoroughly before making changes.
2. Confirm segment statuses and links prior to unlinking.
3. Document changes for audit and customer service purposes.
4. Be aware of fare rules that may restrict segment modifications.
5. Communicate clearly with clients or colleagues regarding segment splits and ticketing implications.

Conclusion

Mastering how to split married segments in Amadeus enhances your ability to manage complex itineraries, correct booking errors, and optimize fare and ticketing processes. The key is understanding the system's commands, carefully reviewing segment linkages, and executing unlinking procedures systematically. With practice, managing married segments becomes a straightforward task that significantly improves your efficiency in airline reservations and travel management. By following the detailed steps outlined in this guide, you can confidently handle married segments in Amadeus, ensuring accurate bookings and seamless customer service.

Amadeus: Mastering the Art of Splitting Married Segments – An Expert Guide In the fast-paced world of airline reservations and global distribution systems (GDS), efficiency and precision are crucial. Amadeus, one of the leading GDS platforms, offers powerful tools to manage complex booking scenarios. Among these, the ability to split married segments stands out as an essential feature for travel agents and airline staff who need to modify specific parts of a reservation without disrupting the entire itinerary. This article provides an in-depth exploration of how to split married segments in Amadeus, guiding you through the process step-by-step with expert insights and practical tips.

Understanding Married Segments in Amadeus

Before diving into the "how-to," it's vital to grasp what married segments are and why they matter.

What Are Married Segments?

In airline reservations, married segments refer to two or more flight segments that are interconnected by the airline's fare rules or booking policies. This linkage means that changes to one segment often automatically affect the other(s). For example, if two connecting flights are married, canceling or altering one segment could impact the entire group, preserving the integrity of the itinerary.

Why Split Married Segments?

There are numerous scenarios where splitting married segments becomes necessary:

- Partial Cancellations: Removing or modifying specific segments without affecting the rest.
- Rebooking: Changing one segment due to schedule issues, delays, or customer preferences.
- Pricing and Fare Adjustments: Applying different fare rules or discounts to individual segments.
- Passenger Changes: Altering segments for specific travelers within a group reservation.
- Operational Reasons: Handling irregular operations or special requests.

Understanding these reasons underscores the importance of mastering the splitting process to maintain reservation flexibility and accuracy.

Preparing to Split Married Segments in Amadeus

Proper preparation ensures smooth execution. Here are essential prerequisites:

1. Access and Authorization

- Confirm that you have the proper user permissions within Amadeus to modify reservations. - Ensure you are working within an active PNR (Passenger Name Record).

2. Identify the Married Segments

- Use the `RT` command to retrieve the reservation. - Review the itinerary to identify which segments are married. - Note the segment numbers and relevant details such as flight numbers, dates, and passengers involved.

3. Understand Fare Rules and Policies

- Be aware of airline-specific rules regarding segment modifications. - Check if any penalties, rebooking fees, or fare differences apply.

Step-by-Step Guide to Splitting Married Segments in Amadeus

The process involves several stages, from retrieving the reservation to executing the split and confirming changes.

1. Retrieve the Existing PNR

Use the `RT` command with the record locator: RTXXXXXX This command fetches the current reservation, allowing you to review the details.

2. Identify Married Segments

- Review the itinerary in the PNR. - Identify the segments involved in the marriage group. - Note their segment numbers and

associated passenger details.

3. Use the Segment Split Command

Amadeus provides specific commands to split segments, primarily using the `SS` (Split Segment) command. Basic Syntax: SS
Example: Suppose segment 2 is married to segment 3, and you want to split segment 3: SS3 This command separates segment 3 from the married group, creating an individual segment that can now be modified independently. Important Tips: - To split multiple segments simultaneously, list them separated by commas: SS2,3 - Always verify the resulting reservation after splitting.

4. Verify the Split Segments

- Use the `RT` command again or `` to review the updated PNR. - Check that the segments are correctly separated and that the reservation reflects the intended changes.

5. Modify or Cancel the Split Segment as Needed

- Once split, you can proceed with modifications such as: - Rebooking: ER - Cancellation: XE - For fare adjustments, follow airline-specific procedures.

6. Save and Confirm Changes

- After making necessary modifications, confirm the updated reservation. - Issue the `ER` command to end and save the PNR: ER

Handling Common Challenges When Splitting Married Segments

While the process appears straightforward, several challenges may arise.

1. Ensuring Segment Independence

- Some segments are inherently linked due to fare rules; splitting may not be permitted if restrictions exist. - Always verify airline policies prior to attempting a split.

2. Managing Automated Links

- Amadeus sometimes automatically maintains links between segments. - Use the `XR` command to break links: XR to remove the marriage link.

3. Avoiding Unintended Consequences

- Be cautious when splitting, as it may affect fare calculations, ticketing, or passenger itineraries. - Confirm the reservation's integrity after each change.

4. Communicating with the Airline or Ticketing System

- Some modifications require airline approval. - Ensure you follow up with ticketing procedures post-split.

Advanced Tips and Best Practices

To maximize efficiency and minimize errors, consider these best practices: - Use Clear Documentation: Keep notes on segment numbers and the reasons for splitting. - Leverage Automation Tools: Some agencies use scripts or macros to streamline the process. - Stay Updated on Airline Policies: Rules vary; always check for recent changes. - Practice in a Test Environment: Before executing in live reservations, simulate the process in a test PNR. - Train Regularly: Keeping skills sharp ensures quick, accurate modifications.

Conclusion: Mastery of Segment Management in Amadeus

Splitting married segments in Amadeus is an indispensable skill for travel professionals managing complex itineraries. It requires a thorough understanding of reservation structures, airline policies, and command syntax. By following the structured approach outlined above—retrieving the PNR, identifying married segments, executing the split command, verifying, and then modifying—you can confidently manage reservations with precision and efficiency. This capability not only enhances customer service by allowing flexible changes but also ensures compliance with fare rules and airline policies. As with any advanced system operation, practice, attention to detail, and staying informed about airline-specific nuances are key to mastering the art of splitting married segments in Amadeus. Empower your reservation management skills today by mastering this essential feature—streamlining your workflow and elevating your service quality.

Questions & Answers About how to split married segments in amadeus

No	Question	Answer
1	How do I split a married segment into individual segments in Amadeus?	To split a married segment in Amadeus, use the command 'SS' followed by the segment number. For example, 'SS1' will split segment 1 into separate segments, allowing for individual modifications.
2	Can I split multiple married segments at once in Amadeus?	Yes, you can split multiple married segments simultaneously by listing their segment numbers separated by commas after the 'SS' command, such as 'SS1,3,5'.
3	What is the purpose of splitting married segments in Amadeus?	Splitting married segments allows you to modify each segment individually, such as changing dates, times, or carriers, which is useful for managing complex bookings or making specific adjustments.

4	Are there any shortcuts to split married segments quickly in Amadeus?	Yes, using the 'SS' command with multiple segment numbers separated by commas is a quick way to split multiple married segments at once in Amadeus.
5	What should I do if splitting a married segment doesn't work as expected?	Ensure you are entering the correct segment number and syntax. If issues persist, check for existing restrictions on the segment or consult Amadeus help resources for troubleshooting.
6	Is there a way to automatically split all married segments in a booking in Amadeus?	There is no automatic command to split all married segments simultaneously; you need to specify each segment number individually using the 'SS' command for each married segment.

Amadeus, segment splitting, married segments, flight booking, airline reservation, segment management, booking modification, Amadeus commands, travel booking, itinerary editing